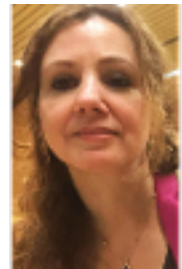


Warning: [2026-05-24 08:18] this document is a print-out of the Ciência-iul web portal and was automatically generated at the labeled date. The document has a mere informational purpose and represents the information contained on Ciência_Iscte at that date.

Maria Inês E. Santo

Associate Researcher

CIES-Iscte - Centre for Research and Studies in Sociology



Contacts

E-mail

Maria_Ines_Santo@iscte-iul.pt

Curriculum

PhD in Social Work from ISCTE and a degree in Social Work from Instituto Superior de Serviço Social de Lisboa, Specialization in Family Mediation and Conflict Management

Postgraduate in Health Governance from ENSP

Specialized training in Supporting Behavioural Change in the Self-Management of Chronic Illness by the Egas Moniz School of Health & Science.

She is a hospital social worker at ULSS José,

Visiting Assistant Professor at ISCTE.

Associate Researcher at CIES,

integrated researcher at CLISSIS.

Family Mediator in the Public Mediation Systems of the Directorate-General for Justice Policy (DGPJ).

Coordinating Professor of the Postgraduate Course in Social Work in Health at IPPS-ISCTE.

Member of the Supervisory Board of the Order of Social Workers

Member of the Governing Bodies of the Portuguese Association for Integrated Care (PAFIC)

She is a member of the national team as a Social Worker at ULSSJOSE - Join Action transfer of best practices InpRimary CarE (CIRCE-JA), in the development of an individual care plan for the chronically ill, based on the good practices of Andalusia (Spain) coordinated by ACSS as the national representative in a European project. 2023 to 2025.

Several publications in national and international journals in the fields of care integration, operational instruments of the profession and Social Work

Research Interests

Social Work and health systems, Hospital discharge planning; Integration of Care; Quality and Good practices; innovation; Psychosocial impacts of the disease and operational instruments to support professional practice

Academic Qualifications

University/Institution	Type	Degree	Period
Egas Moniz School of Health & Science.	Technical Specialization Course	Apoio à Mudança Comportamental na Autogestão da Doença Crónica	2024
Universidade Nova de Lisboa - Escola Nacional de Saude Publica	Post-graduation	Governação em Saúde	2024
ISCTE-IUL	PhD	Serviço Social	2016
Alternativa. Mediar- Reconhecido pelo Ministério da Justiça	Technical Specialization Course	Especialização em Mediação Familiar e em Gestão de Conflitos	2008
Instituto Superior de Serviço Social	Licenciate	Serviço Social	2006

Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord
2026/2027	1º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2025/2026	2º	Seminar of Differentiated Practice in the Field of Intervention of Social Work in Health	Post Graduation Program in Social Work in Health;	No
2025/2026	1º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2025/2026	1º	Integrated Approaches to Social Service in Health	Post Graduation Program in Social Work in Health;	Yes
2024/2025	2º	Seminar of Differentiated Practice in the Field of Intervention of Social Work in Health	Post Graduation Program in Social Work in Health;	No
2024/2025	1º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2024/2025	1º	Integrated Approaches to Social Service in Health	Post Graduation Program in Social Work in Health;	No
2023/2024	1º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No

2022/2023	2º	Seminar of Differentiated Practice in the Field of Intervention of Social Work in Health	Post Graduation Program in Social Work in Health;	No
2022/2023	1º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2022/2023	1º	Integrated Approaches to Social Service in Health	Post Graduation Program in Social Work in Health;	No
2021/2022	2º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2021/2022	2º	Seminar of Differentiated Practice in the Field of Intervention of Social Work in Health	Post Graduation Program in Social Work in Health;	No
2021/2022	1º	Integrated Approaches to Social Service in Health	Post Graduation Program in Social Work in Health;	No
2020/2021	2º	Laboratory in Social Work Settings and Fields	Bachelor Degree in Social Work (PL);	No
2020/2021	2º	Seminar of Differentiated Practice in the Field of Intervention of Social Work in Health	Post Graduation Program in Social Work in Health;	No
2020/2021	1º	Integrated Approaches to Social Service in Health	Post Graduation Program in Social Work in Health;	No
2019/2020	1º	Advanced Seminar in Social Work in Health		No
2018/2019	1º	Advanced Seminar in Social Work in Health		No
2017/2018	1º	Advanced Seminar in Social Work in Health		No

Supervisions

- **Ph.D. Thesis**
- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Sandra Patrícia Costa Pinto	(In)Visibilidade dos Determinantes Sociais na Saúde Mental	Portuguese	Developing	Iscte

2	Polyana Maria Palmeira Sarmiento	Saúde materno-infantil e as práticas do Serviço Social: Um estudo entre Brasil e Portugal	Portuguese	Developing	Iscte
3	Andréa Mattos Dantas do Nascimento Cardial	Os (des)caminhos da gestão hospital no Brasil e em Portugal - implicações da empresarialização para os profissionais de saúde dos hospitais universitários	Portuguese	Developing	Iscte
4	Ivonete Ferreira Maciel	"Dádiva de Sangue e o Contexto Luso-Brasileiro: Uma perspectiva social de Cidadania"	Portuguese	Developing	Iscte
5	Isabel Maria Lourenço Tomás Cândido	Movimento "Comunidades Compassivas": Impactos e Desafios	Portuguese	Developing	Iscte
6	Cátia Vanessa Pereira Martins	Internamento Social em Portugal: raízes estruturais, histórias vividas e caminhos colaborativos entre saúde e proteção social	Portuguese	Developing	Iscte

• M.Sc. Dissertations

- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Vera Suzana da Cruz Coelho dos Santos Romero	Hiperutilizadores	--	Developing	Iscte
2	Alexandra Manuela Lopes Ferreira Duarte	Tradução e Validação da Escala Avaliação Sociofamiliar (TSO), para população portuguesa	--	Developing	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Moises Toneco	Access to the NHS: International Cooperation Agreements in the health sector between the State of Guinea-Bissau and Portugal	Portuguese	Iscte	2025
2	Núria Filipa Almeida Costa	Social Health: The Perception of Portuguese Citizens	Portuguese	Iscte	2025
3	Catarina Alexandra Pinto Raposo	Access and Opportunity to Health Care in SAMS: the Perception and Experience of the Person with Oncological Disease.	Portuguese	Iscte	2024
4	Ana Rita Ferreira Costa	Index for Interdisciplinary Collaboration (IIC): validation for portuguese social work	Portuguese	Iscte	2022

5	Ana Rute dos Reis Félix Pereira	Care Integration: Citizens' Experience and Perception in Portugal	Portuguese	Iscte	2021
6	Ana Paula Rodrigues dos Santos Conceição e Silva	Satisfaction and Quality of the biopsychosocial health care to the patient's in Instituto of Oftalmologia Gama Pinto	Portuguese	Iscte	2019
7	Carolina Calhau Martins	From generality to specialization in the intervention of Social Work on a health context	Portuguese	Iscte	2018
8	Ana Catarina Carreiras de Jesus	Alta hospitalar, Serviço Social e Direitos Humanos	Portuguese	Iscte	2017
9	Marta Sofia Albuquerque Salgueiro	Serviço Social Hospitalar e Competências Comunicacionais	Portuguese	Iscte	2017

• M.Sc. Final Projects

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Márcia Rubina Jesus Assunção	Digital Alerta and Signaling Tool for the Social Service	Portuguese	Iscte	2024

Total Citations

Web of Science®	4
Scopus	2

Publications

• Scientific Journals

- Scientific journal paper

1	Carvalho, H., Espirito Santo, M. & Ferreira, J. (2022). Construction and validation of Social Work intervention complexity scale in hospital care settings. <i>British Journal of Social Work</i> . 52 (6), 3740-3760 - Times Cited Web of Science®: 2 - Times Cited Scopus: 2 - Times Cited Google Scholar: 7
2	Santo, M. & Ferreira, F. (2018). Planeamento de alta hospitalar: perspectivas e reflexões acerca dos protelamentos sociais em Portugal. <i>Revista Alternativas. Cuadernos de Trabajo Social</i> . 25, 33-50 - Times Cited Web of Science®: 2

• Books and Book Chapters

- Book editor

1	Espirito Santo, M. (2018). O Processo de Acreditação Hospitalar Desafios na prática profissional dos Assistentes Sociais. Edições Esgotadas.
---	--

- Book chapter

1	Espirito Santo, M. (2019). Mudanças e Desafios no SNS: Sinergias do Serviço Social. In Miguel Conceição Bento & Ana Isabel Fernandes (Ed.), Do Conhecimento à Ação em Serviço Social: Contributos para uma Intervenção Profissional Sustentada. Beja : IPBeja .
2	Espirito Santo, M., Lopes, M., Ferreira, F., Frederico, L. & Ribeiro, A. (2012). Serviço Social e Qualidade Hospitalar. In Maria Irene Carvalho (Ed.), Serviço Social na Saúde, . Lisboa : Pactor.

• Other Publications

- Working Papers

1	Espirito Santo, M. & Serafim, M. (2013). Criação e Validação de uma Escala de Complexidade da Intervenção Social com Adultos em Contexto Hospitalar (ECISACH). CIES e-Working Paper N.º 152/2013”.
---	--

- Non-peer-reviewed papers

1	Espirito Santo, M. & Rufino, A. (2016). Servicio social en el ámbito de la atención primaria hospitalaria aportes y desafíos en Portugal. Agathos: Atención sociosanitaria y bienestar,, 2, 20-25
2	Espirito Santo, M. (2014). Intervención social con pacientes inmigrantes PALOP estrategia proactiva centrado en las habilidades sociales y culturales. Agathos: Atención sociosanitaria y bienestar,, 50-53

- Other publications

1	Espirito Santo, M. & Eiras, M. (2016). Efeitos do processo de acreditação nas práticas profissionais dos assistentes sociais em contexto hospitalar: perspectiva de um painel Delphi. VII Encontro dos Investigadores da Qualidade – Encontros de Tróia: qualidade, investigação e desenvolvimento.
2	Espirito Santo, M. (2016). Alterações nas Práticas Profissionais dos Assistentes Sociais Decorrentes do Processo de Acreditação Hospitalar. Revista da Qualidade.

• Conferences/Workshops and Talks

- Talk

1	pinto, S. & Espirito Santo, M. (2024). (In)Visibilidade dos Determinantes Sociais da Saúde Mental . V Congresso Online Internacional: Boas Práticas em Saúde Mental.
2	pinto, S. & Espirito Santo, M. (2024). Literacia em Saúde que relação com os Determinantes Sociais da Saúde? Revisão Sistemática . I Seminário- Clínica de Enfermagem do Bacelo Literacia em Saúde.

3	pinto, S. & Espirito Santo, M. (2024). Determinantes sociais da saúde: revisão da literatura. I Jornadas da UCC Vizela: + Comunidade, + Saúde .
4	pinto, S. & Espirito Santo, M. (2024). Determinantes sociais na saúde mental: revisão sistemática da literatura. In XV Congresso Internacional d'A Sociedade Portuguesa de Enfermagem de Saúde Mental: Inclusão e Diversidade em Saúde Mental.

Research Projects

Project Title	Role in Project	Partners	Period
Between Indicators and Values: Effects of Managerialization on the Identity and Practice of Social Workers in the Public Hospital Entities (E.P.E.) of the Portuguese National Health Service	Researcher	CIES-Iscte	2026
Data that Care: National Model for the Integration of Social Determinants of Health into the Electronic Health Record	Researcher	CIES-Iscte, GDH - (Portugal), Institut Català de la Salut (ICS) - (Spain)	2026 - 2027
Experiências Pedagógicas e Processos Aprendizagem em Serviço Social	Researcher	CIES-Iscte	2025 - 2026
European master of Advanced Social Work in Health	Researcher	CIES-Iscte, RGU - (United Kingdom), UV - (Spain), RCSI - (Ireland)	2024 - 2026
Adaptação e validação de uma versão portuguesa da escala IEXPAC versão utente e cuidador	Researcher	CIES-Iscte, PAFIC - (Portugal), ANCI - (Portugal)	2023
Validação de indicadores de qualidade em Serviço Social na área da saúde nas unidades do SNS	Researcher	CIES-Iscte, ACSS - (Portugal)	2022 - 2023
A Adaptation and validation of a Portuguese version of the SWAAT (Social Work Admission Assessment Tool) scale	Global Coordinator	CIES-Iscte, CHULC - (Portugal)	2021 - 2022

Doação e Transplantes de Órgãos: a Complexidade do Trabalho Interprofissional	Researcher	CIES-Iscte, UNICAMP - (Brazil)	2021 - 2022
---	------------	--------------------------------	-------------